



TOM TINDALL  
Director

## County of Los Angeles INTERNAL SERVICES DEPARTMENT

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*"To enrich lives through effective and caring service"*

May 10, 2012

To: Each Supervisor

From: Tom Tindall  
Director

A handwritten signature in dark ink, appearing to read "Tom Tindall", is written over the printed name and title.

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT  
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER  
03-2319**

This is to notify you of ISD's intent to amend ITSSMA Work Order 03-2319 with Trinus Corporation to increase the amount by \$200,000 for a maximum Work Order amount of \$499,999 and to extend the Work Order term through October 31, 2013. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

### **BACKGROUND**

The eCAPS Phase IV program is one of ISD's Strategic Objectives. It consists of several projects developing and deploying countywide mission critical applications, including the eCAPS and eHR upgrade from version 3.8 to version 3.9. The Application Server Administration (ASA) Section of ISD's Midrange computing Division (MCD) manages the WebSphere Application Servers required for the deployment of both applications.

The eCAPS upgrade project will require ASA services from June to October 2012; the eHR upgrade project will require ASA services from November 2012 to October 2013.

In August 2010, the ASA section acquired services from Trinus Corporation via ITSSMA Work Order 03-2319 to perform tasks associated with upgrading eHR from 3.6 to 3.8 and implementation of eHR Employee Self Service/Single Sign-on.

## **SCOPE OF WORK**

Under the direction of an ISD Project Manager, the consultant working under this Work Order on a time and materials basis performs the following specific services:

- Design and implement the WebSphere Application Server architecture for eCAPS 3.9 and eHR 3.9 applications according to the established ASA standards.
- Support WebSphere installations following established guidelines.
- Provide technical assistance to MCD staff and County departments to resolve issues pertaining to WebSphere Application Servers.
- Assist MCD project managers to coordinate tasks for the projects mentioned above.
- Provide technical documentation on all projects and knowledge transfer to ISD staff.

## **JUSTIFICATION**

The skill set provided by this Consultant is critical to the ongoing development and deployment of the two mission critical applications, eCAPS and eHR. ISD's current WAS support staff, which consists of a full-time and a part-time staff, is currently supporting over 120 application servers. Without the additional support of the Contractor, our current staff will not be able to provide the service required by the eCAPS and eHR upgrade efforts.

The MCD ASA section has requested an IT Specialist position in the FY12/13 budget to fulfill this critical need. Work Order 03-2319 needs to be extended to maintain continuity of service until the IT Specialist position can be filled. Rebidding this Work Order will introduce significant delay and require additional startup time to familiarize a new contractor with our complex technical environment.

## **FISCAL IMPACT**

The consultant's hourly rate for the Work Order extension will remain the same. The total amount of the extension is \$200,000. Costs are recovered through chargeback for Application Server support by various server systems used by participating County departments. There is no impact on net County costs.

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## NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. In two weeks' time, we will proceed with the extension.

If there are any questions or comments, your staff may contact me or Dave Chittenden, General Manager, Information Technology Services, at (562) 940 -2901.

TT:DC:jr

c: Executive Office, Board of Supervisors  
Chief Executive Officer  
Deputy CEO  
County Counsel  
Joe Sandoval

NOTED AND APPROVED:

  
Richard Sanchez  
Chief Information Officer